

ORIGINAL

file in E-01345A - 05-0816



0000035220

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2005 - 48324

Date: 11/16/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Stacie

Stocker

Account Name: Stacie Stocker

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 85032

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

Customer called to voice her opinion against APS' rate increase request. She feels that what their asking, 20% is ridiculous and not morally right. She wants to know what gives them the right to ask for more money, for monies that are lost? Private citizens can not do this.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Advised customer that I would write up her comments and place a copy in the docket. CLOSED.

\*End of Comments\*

Date Completed: 11/16/2005

Opinion No. 2005 - 48324

RECEIVED  
2005 NOV 16 P 3:43  
AZ CORP COMMISSION  
DOCUMENT CONTROL

file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48320

Date: 11/16/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Richard

Martin

Account Name: Richard Martin

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR:

State: AZ Zip: 85364

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice his opinion against APS's request for a 20% rate increase. He feels that the public is just being ripped off and if the ACC grants an increase, it should be more like a 2% hike over 10 years.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Advised customer that I would document his comments for the record and place a copy in the docket.

\*End of Comments\*

Date Completed: 11/16/2005

Opinion No. 2005 - 48320

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2005 - 48318

Date: 11/16/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Leon

Nasan

Account Name:

Leon Nasan

Street:

Work:

City:

CBR:

State:

AZ

Zip: 85259

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No. E-01345A-05-0816

Consumer against rate increase when bill are already to high and confusing.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion enetered.

\*End of Comments\*

Date Completed: 11/16/2005

Opinion No. 2005 - 48318

E-01345A-05-0816

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion      No. 2005 - 48308

Date: 11/15/2005

Complaint Description:      01Z Billing - Other

Complaint By:      First: Joe      Last: Knauer

Account Name:      Home: (000) 000-0000

Street:

City:

CBR:

State:      AZ      Zip: 86339

is:

Utility Company:      Arizona Public Service Company

Division:      Electric

Contact Name:

Nature of Complaint:

THROUGH CHAIRMAN HATCH-MILLER /Docket No. E-01345A-05-0816

A great injustice is being perpetrated against churches, synagogues, and other religious organizations who own or rent facilities to hold their religious services and meetings.

The "DEMAND FACTOR" add-on billing multiplier is intended to compensate the power companies for supplying or having sufficient power available to cover commercial users needs during peak power usage, even if they use this power for a very short period of time each month.

This rate multiplier has gone from 1.7 to 7.722 this past year and has increased more than double the cost for electric power to churches and synagogues.

Since the additional power supply (demand factor) is made available and intended for users at peak hours use we are being penalized even though we do not fit this profile. We fit the profile of a user who should be given a reduction in rates for evening and weekend power usage and should not be penalized with a power demand factor multiplier at all. Many electric utility companies make a rate reduction available to their customers for using their large appliances in the evenings and on weekends.

Churches, Synagogues and other religious organizations hold their meetings and services during the evenings and weekends where electric power and demand is needed the least for industry and day time air conditioning usage. The available power source for our use in evenings and weekends is certainly not causing the power companies any additional cost. In fact just the opposite is occurring by alleviating their need for having this additional power available, since it is already there for the heavy daytime users,

Thank you for considering our dilemma and helping us find a solution to the high energy costs by reducing rates and eliminating the demand portion of our billing.

\*End of Complaint\*

Utilities' Response:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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11/16/05

Called utility and confirmed with Angela Allison the numbers quoted by the complainant were accurate. Called complainant and discussed his issues and confirmed rates were correct. Advised we would enter his opinion against the pending rate case.

\*End of Response\*

**Investigator's Comments and Disposition:**

opinion entered.

\*End of Comments\*

**Date Completed:** 11/16/2005

**Opinion No.** 2005 - 48308

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file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48175

Date: 11/9/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Mike

Pekar

Account Name:

Mike Pekar

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Phoenix

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

Our utility bills are high enough, and we consumers can't take anymore of this nonsense. You tell APS to cut out their advertising budget, as it makes no sense for them to spend the money they do on ads, billboards and sponsorship of the Arizona Diamond Backs. This is the only electrical service we can chose, so why spend all of this money on advertising?

I want this explained to me. Why do they have to advertise? I bet their budget for advertising and the personnel in their advertising department costs 10 of millions of dollars per year.

Please do not grant them this increase for fuel. I am spending \$60.00 more a month for gasoline just to get to work, tell me who I apply to for my surcharge?

Mike Pekar

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I responded with the following email response:

Dear Mr. Pekar:

My name is Richard Martinez, Consumer Service Analyst II, for the Arizona Corporation Commission. First, let me apologize for the delay in the respond as we recently became aware that our computer system was not working once we migrated our services to this new system. Second, I will enter your Opinion against the proposed surcharge being asked by APS.

Your opinion will entered into our database for the record and will be docketed under E-01345A-05-0816.

I thank you for taking your time and writing us regarding your concerns in this matter.

Richard Martinez

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Consumer Service Analyst II  
Arizona Corporation Commission

CLOSED  
\*End of Comments\*

Date Completed: 11/16/2005

Opinion No. 2005 - 48175

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File in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2005 - 48313

Date: 11/15/2005

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:      **Ralph J.**

**Larkin**

Account Name:      Ralph J. Larkin

Home: [REDACTED]

Street:      [REDACTED]

Work: [REDACTED]

City:      [REDACTED]

CBR:

State:      AZ      Zip: [REDACTED]

is:

Utility Company.      **Arizona Public Service Company**

Division:

Contact Name:      [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received following customer e-mail dated 11-10-05:

From: Ralph Larkin [REDACTED]  
Sent: Thursday, November 10, 2005 11:18 AM  
To: Utilities Div - Mailbox  
Subject: ASP 20% increase

Dear Sirs or Madam;

In regards to ASP request to Increase thier rate by 20% I beleive to allow this would not be fair to the people they serve. They have already got one increase and are going to increase again next year. Now they say they need more do to the cost of gas. Well the gas prices are coming down daily and I beleive they are using this just to put more money in their pockets for higher saleries for upper level management. Most other companies must tighen thier belts and may they shouls thighen thiers and take so pay cuts like so many of us have already that to do during thease times, I'm sure if thier excutives took 20-30% cut they could sTill live on thier 100,000 -200,000 saleries althought they may have to stop using the Hummer. It sure will be better than us on fixed income having to cut food or meds to keep them fat dumb and happy.

Thanks for listing  
Ralph J Larkin

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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11-15 I replied back to the customer with the following e-mail. I also e-mailed John LaPorta, Phx-Cons, with the Opinion # and closed the file:

Dear Mr. Larkin: Thank you for taking the time to express your opinion in this rate case filing. The Commissioner's especially appreciate customer input such as yours. Your comments have been noted for record in this matter.

\*End of Comments\*

Date Completed: 11/15/2005

Opinion No. 2005 - 48313

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file in E-01345A-05-0816

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2005 - 48311

Date: 11/15/2005

Complaint Description:      08A   Rate Case Items - Opposed

First:

Last:

Complaint By:      **Gerald**

**Hazel**

Account Name:      Gerald Hazel

Home: [REDACTED]

Street:      [REDACTED]

Work: [REDACTED]

City:      Sun City

CBR: [REDACTED]

State:      AZ      Zip: [REDACTED]

is: [REDACTED]

Utility Company:      **Arizona Public Service Company**

Division:

Contact Name:      [REDACTED]

[REDACTED]

Nature of Complaint:

Received following e-mail dated 11-10-05.

From: GLENN1511@aol.com [REDACTED]

Sent: Thursday, November 10, 2005 7:44 PM

To: Utilities Div - Mailbox

Subject: proposed APS increase

I am a senior citizen and my only source of income is Social Security. Those of us that are on a fixed income are already in financial straits due to the high cost of gasoline. Also the majority of items that we buy have increased in price because of the higher cost of transportation. The cost of all types of medicines have increased dramatically. A great many of us have had to cut corners, such as not being able to buy medications that we need, having to cut corners of the food that we buy, not being able to drive to visit our children or grand children because of the high cost of gasoline.

Now the APS wants an increase of 20 percent in addition to the increases they have just been granted. They cite the main reason for the recent increases is the higher cost of natural gas. Does that mean they will lower the kwh rate when the cost of natural gas is reduced? I think not. I would like to know just how much of our electricity comes from the use of natural gas vs. nuclear, hydro, wind or other means of producing power.

Needless to say, I am very much opposed to a 20 percent increase. What that would amount to would be a 30 percent increase in a short period of time.

Thank you for allowing me to vent a bit.

GERALD HAZEL

Sun City resident

\*End of Complaint\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Utilities' Response:

### Investigator's Comments and Disposition:

11-15 I e-mailed the following reply to the consumer. I also e-mailed John LaPorta with the Opinion file #. File closed.

Dear Mr. Hazel: Thank you taking the time to express your opinion in this rate case filing. The Commissioner's especially appreciate customer input such as yours. Your comments have been noted for the record in this matter.

\*End of Comments\*

Date Completed: 11/15/2005

Opinion No. 2005 - 48311

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